

Role Description

Parliamentary Reporter



Cluster	NSW Parliament
Agency	Department of Parliamentary Services
Division/Branch/Unit	Parliament Services/Hansard, Library & Research
Role number	Multiple
Classification/Grade/Band	Parliamentary Reporting (Hansard), Parliamentary Reporter
ANZSCO Code	TBA
PCAT Code	TBA
Date of Approval	June 2021
Agency Website	www.parliament.nsw.gov.au

Agency overview

Administratively, the Parliament comprises three main Departments: the Department of Parliamentary Services (DPS); Department of the Legislative Council (LC); and the Department of the Legislative Assembly (LA). The Chief Executive is the head of the Department of Parliamentary Services, the Clerk of the Legislative Council and Clerk of the Legislative Assembly are the heads of their respective House Departments. These House Departments are responsible for providing procedural advice to the Council and Assembly, and their respective members, on parliamentary proceedings in each House and their Committees, undertaking protocol functions, providing corporate and executive support, House specific administrative/research services and generating content/engagement strategies relating to the activities of the House and its committees.

DPS is responsible for providing corporate and other common services across the Parliament as a whole. It comprises the following Divisions: Parliament Services and Corporate Services, and two project Branches, Digital Transformation and Capital Works Strategy & Delivery.

The Parliament Services Division comprises administrative and support services specific to the institution of Parliament. This includes the Hansard, Library and Research Branch, the Communications, Engagement and Education branch and the Parliamentary Catering Unit.

The Corporate Services Division comprises of the corporate functions that provide services to all staff and Members across Parliament House. This includes: the Financial Services & Governance Branch; People, Property & Security Branch; IT Services Unit; and the Planning, Insights and Performance Unit.

The Parliament's ultimate governance body includes the Presiding Officers and the Chief Executive, DPS and the Clerks of the Legislative Council and Legislative Assembly, supported by a contemporary governance framework.

Primary purpose of the role

The Reporter reports, transcribes and edits an accurate, literate and timely record of the proceedings of both Houses of Parliament, parliamentary committees and ministerial conferences on behalf of the Editor of Debates.

Key accountabilities

- Report the proceedings of the Legislative Assembly and the Legislative Council, committees of the Parliament and ministerial conferences
- Attend committee hearings and produce a comprehensive overview of proceedings—a real-time checklist, or “log”, of the order of speakers, reference documents quoted, interruptions, etc—to the office’s prescribed format, to enable an accurate transcription of the hearing Transcribe proceedings and hearings, using either computer-assisted transcription (CAT) technology, pen shorthand or audio recordings and voice recognition technology
- Produce on screen an accurate report of proceedings of acceptable literary quality, conforming to Hansard reporting style and forms
- Check spelling and punctuation, correct grammatical errors and, where necessary, reconstruct member contributions having regard to the political context of the speech
- Research using relevant sources references to proper names, place names, technological terminology, figures, departments, Act titles and reports, as well as historical, geographical and literary references, foreign words and phrases, and so forth
- Proofread publications to ensure their literary and grammatical acceptance, spelling and punctuation, ensure the accuracy of Hansard forms and procedure, and ensure that the Hansard style guide and procedure has been followed
- Contribute to the evolution of the Hansard function by researching, trialling and implementing new techniques and systems for the production of both written and audiovisual records of the Legislative Assembly and Legislative Council proceedings
- Model Department of Parliamentary Services values of excellence, innovation, collaboration, integrity and service and comply with the code of conduct
- Accountable to the Deputy Editor when reporting the proceedings of the Legislative Council and to the Senior Subeditor when reporting the proceedings of the Legislative Assembly
- Work in two teams, which rotate from session to session between the Legislative Assembly and the Legislative Council
- Perform other duties as required by the Editor of Debates

Key challenges

- Working extended and uncertain hours of duty associated with the sittings of the Houses of Parliament and their committees
- Understanding and expressing other people’s ideas clearly in documents that have organisation, structure, grammar, language and terminology adjusted to the characteristics and needs of the audience
- Managing the impact on timely production of Hansard when there are delays in obtaining source documents from which members have quoted material which will impact on production deadlines
- Maintaining stable performance under pressure (occasional disruptions and noise due to the nature of the operation of the chambers and committees, time pressure, uncertain hours of work); managing stress in a manner that is appropriate to work colleagues, clients and the organisation

- Ability to respond positively to change, especially technological innovation that enhances the evolution of Hansard
- Creating, maintaining and enhancing a wide range of effective working relationships, both internal and external, including with the Editor of Debates, members of Parliament, secretariat staff to parliamentary committees, and managers and staff from the House Departments; working effectively with team/work group to accomplish organisational goals
- Flexibility to travel and perform duties in venues outside of Parliament House associated with committee hearings in regional locations

Key relationships

Who	Why
Internal	
Relevant Reporting Line Manager	<ul style="list-style-type: none"> • Key relationship manager, report to, receive advice and guidance, clarify instructions and report on progress against work plans as required • Provide support to achieve operational priorities, exchange information and contribute to decision making • Escalate discuss issues and propose solutions.
Work Team	<ul style="list-style-type: none"> • Collaborate to continually improve knowledge, build capability, and improve consistency and service quality
External	
Other Government and Parliamentary Department/Stakeholders	<ul style="list-style-type: none"> • Establish professional networks and relationships to maintain currency of issues, share ideas and learnings, and collaborate on common responses to emerging and /or developing issues

Role dimensions

Decision making

The role is accountable for the delivery of assigned work. The role is accountable for the quality, integrity and validity of the service provided.

Reporting line

The role accounts and reports to the relevant reporting line manager.

Direct reports

There are no direct reports.

Budget/Expenditure

As per the approved Financial Delegations.

Key knowledge and experience

- Excellent knowledge of English language usage, sentence structure and syntax, and well-developed comprehension skills
- Knowledge of and experience with court or parliamentary reporting, although not essential, an advantage

- The ability to interpret, research and communicate complicated verbal and written information, arguments
- Good knowledge of general and current affairs, and the ability to quickly develop a knowledge of the political process and parliamentary procedure
- Demonstrated resilience to work in a high-pressure environment for sustained periods meeting strict deadlines as part of a team
- Ability to use Dragon Naturally Speaking voice recognition software (pen shorthand and audio reporters) or Eclipse software (computer-assisted transcription (CAT) technology)
- Support the planning and implementation of changes in services, operations and systems to meet customer needs
- Knowledge of or experience with audio-visual records, although not essential, an advantage

Essential requirements

- Appropriate tertiary qualifications or demonstrated, relevant, equivalent professional experience
- Undertake extended hours of duty associated with the sittings of the Houses of Parliament and their committees

Capabilities for the role


The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.



The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"> • Be flexible and adaptable and respond quickly when situations change • Offer own opinion and raise challenging issues • Listen when ideas are challenged and respond appropriately • Work through challenges 	Intermediate

		<ul style="list-style-type: none"> • Remain calm and focused in challenging situations 	
	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Recognise and report misconduct and illegal and inappropriate behaviour • Report and manage apparent conflicts of interest and encourage others to do so 	Intermediate
	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> • Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences 	Adept
	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none"> • Encourage a culture of recognising the value of collaboration • Build co-operation and overcome barriers to information sharing and communication across teams and units • Share lessons learned across teams and units • Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services • 	Adept
	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none"> • Understand the team and unit objectives and align operational activities accordingly • Initiate and develop team goals and plans, and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals • Accommodate and respond with initiative to changing priorities and operating environments 	Intermediate



Technology

Understand and use available technologies to maximise efficiencies and effectiveness

- Identify opportunities to use a broad range of technologies to collaborate
- Monitor compliance with cyber security and the use of technology policies
- Identify ways to maximise the value of available technology to achieve business strategies and outcomes
- Monitor compliance with the organisation's records, information and knowledge management requirements

Adept

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	Capability name	Description	Level
 Personal Attributes	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate